

ABSTRACT

Temporary access is provided to enable a service provider to service a customer's system resource such as data processing or communication equipment. A prearranged but dormant user account for the service provider is automatically activated in response to a trigger event such as the opening of a trouble ticket. The account is automatically deactivated upon detecting a closure event associated with the trigger event, such as the closing of the trouble ticket, expiration of a predetermined time interval following detection of the trigger event, or occurrence of a predetermined time. This provides a timely yet secure way for a customer to allow a service provider access to system resources which requires neither a standing open account nor manual opening and closing of a user account for the service provider.